Defense Distribution Center

DDC Support to CSRs

Enhanced Warfighter Support

CSR Channels for Contact

DDC CRM Cell for Specialized Distribution Research

- CSR direct line for Distribution Issues
  - Phone: DSN: 771-6004 COMM: 717-770-600[illegible]
  - Email: ddcquestions@dla.mil
  - 7 day/week staffing

- CSR/LNO/NAM/CAM use
  - Not for use by Customers
  - Restrictions on use ensure enhanced visibility of YOUR needs

- Alternate means of contact: MAGIC
  - Create a ticket and assign to 'DDC-OTHER ICT'

Customer Channels for Contact

What about your customers?

- **Customers should use the DLA Virtual Contact Center**
  Phone: 1-877-DLA CALL DSN: 661-7766
  COMM: 269-961-7766

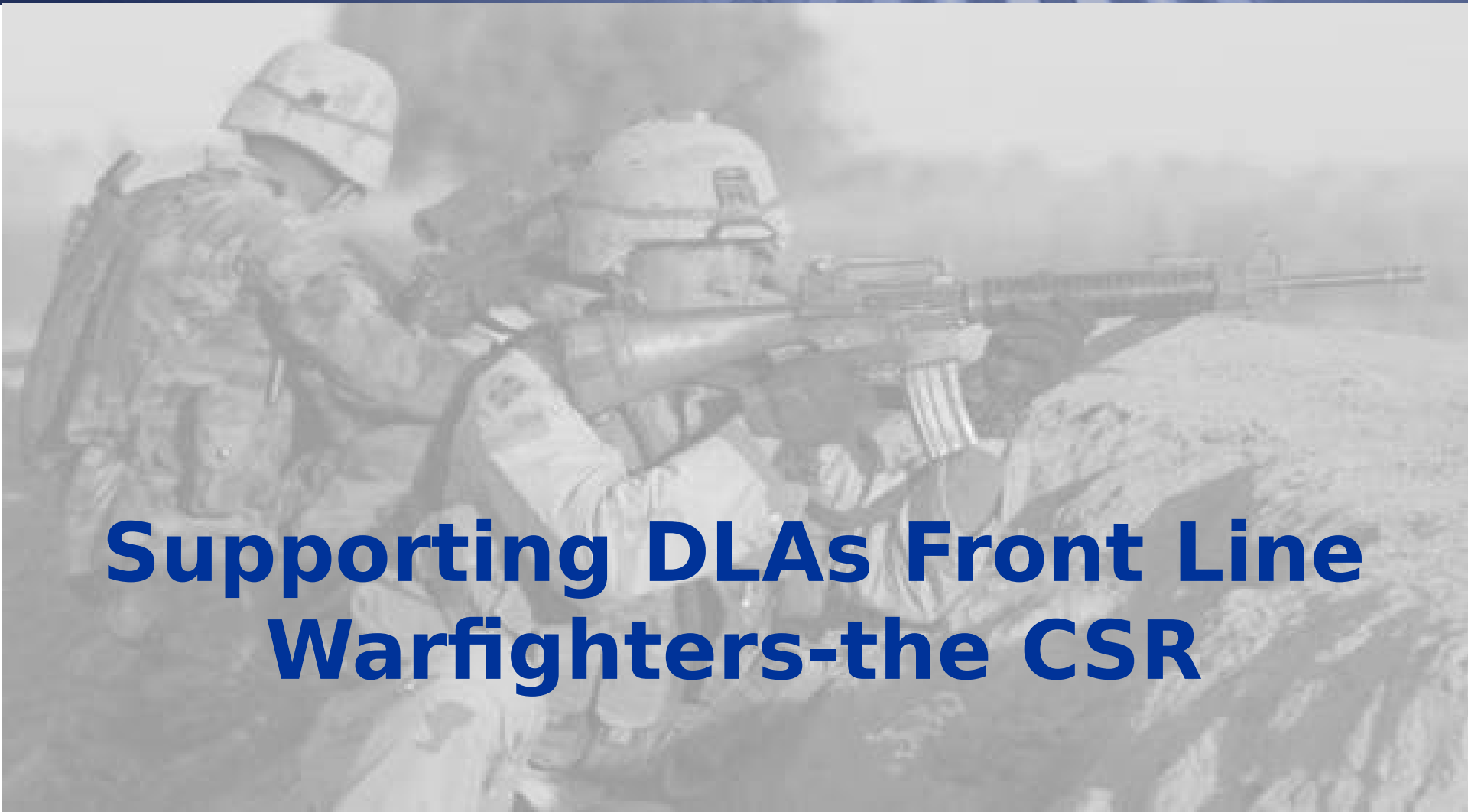
- **Email: ddccallcenter@dla.mil**
- **Fax: DSN: 771-4134 COMM: 717 770-4134**
  - **Local email and fax for DDC**
  - **Centralized VCC email address and fax number in near future**
  - **Local addresses and numbers will forward to new centralized points automatically**

Distribution Visibility

Distribution Processing Visibility

- **DSS MRO Tracker**
  - **http://wegal.ogden.disa.mil/mrostatus/**
  - **Unrestricted web access, CSRs & Customers**
  - **Provides date documents entered DSS**
  - **Provides current status**
    - **In process**
    - **Shipped**
    - **TCN with tracking links**
    - **New visibility of vendor shipments due to DPMS**
- **DDC appreciates your efforts to market this site to customers for self- help**
- **DSS MRO Tracker should be used as your 1st stop for distribution information**
  - **Just as WebCATS is used as your 1st stop for supply information**

DDC Support to CSRs



Supporting DLAs Front Line Warfighters-the CSR